



Retail Businesses Phase Two Reopening Strategy in Response to COVID-19

September 2020 Update

All employers need to consider how best to decrease the spread of COVID-19 and lower the impact in your workplace. This should include activities to:

- prevent and reduce transmission among employees,
- maintain healthy business operations, and
- maintain a healthy work environment.

A directive issued by the governor on May 19 specifically allows for expansion of retail businesses with reduced capacity and strict physical distancing protocols in place. The following guidance is compiled from the governor's directives, the COVID Task Force Frequently Asked Questions, Health Officer Orders and CDC. Please develop or amend your written plan with the following:

1. Health Assessment

- Assess the health** of all employees at the beginning of each shift. Anyone with symptoms of COVID-19 must be sent home. These include cough, difficulty breathing, fever, repeated shaking with chills, chills, body aches, headache, sore throat and new loss of taste or smell.
- Encourage customers to stay home if they're sick and to leave if they start having symptoms of COVID-19. Posters are available on the [CDC website](#).
- Designate a staff person for each shift to be responsible for responding to COVID-19 concerns.
- See [Guidance for Responding to COVID Positive Employee](#).
- Support employee [coping and resilience](#) with community resources.

2. Physical Distancing

- In establishments where customers wait in a line, provide a way to keep customers who did not arrive together at least 6 feet apart.
- Close waiting areas where adequate physical distancing cannot be maintained. Encourage customers to call for a reservation or an appointment, or use an online waiting-list application.
- Keep customers and customer groups at least 6 feet apart. Customer groups are those who patronize a business together (such as a family). This may require:
 - Reducing the total number of people allowed in the business at one time;
 - Reducing seating in service and waiting areas;
 - Managing waiting areas and waiting lines; or
 - Adjust your business practices to reduce close contact with customers — for example, by providing drive-through service, click-and-collect online shopping, shop-by-phone, curbside pickup, and delivery options, where feasible.
- Move the electronic payment terminal/credit card reader farther away from the cashier, if possible, to increase the distance between the customer and the cashier.

- e. Shift primary stocking activities to off-peak or after hours, when possible, to reduce contact with customers.
 - f. Close common areas where personnel are likely to congregate and interact, or enforce strict social distancing protocols.
 - g. Minimize risk to employees when planning meetings and gatherings:
 - i. Use videoconferencing or teleconferencing when possible for work-related meetings and gatherings.
 - ii. Cancel, adjust, or postpone large work-related meetings or gatherings that can only occur in-person in accordance with state and local regulations and guidance.
 - iii. When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces continuing to maintain a distance of 6 feet apart and wear cloth face coverings.
 - iv. See [Event Planning – Mass Gathering guidance](#) when planning for any large meetings or functions.
3. **Support respiratory etiquette and hand hygiene** for employees, customers, and worksite visitors: Provide tissues and no-touch disposal receptacles throughout the facility.
- a. Provide hand-washing facilities with soap and water and single-use towels. If soap and water are not readily available, provide an alcohol-based hand sanitizer with at least 60% alcohol.
 - b. Place hand sanitizers in several locations to encourage hand hygiene.
 - c. Discourage handshaking and encourage the use of other noncontact methods of greeting.
4. **Face Coverings:** Definition: Fabric, paper, or disposable face covering, including face shields that covers the nose and mouth and which does not have an exhalation valve.
- a. All businesses, government offices, or other persons responsible for *indoor spaces open to the public* shall require and take *reasonable measures* to ensure that all employees, contractors, volunteers, customers, or other members of the public wear a face covering that covers their mouth and nose at all times while entering or remaining in any indoor spaces open to the public.
 - i. Face coverings shall be provided for all employees and volunteers.
 - ii. A face shield is an acceptable form of face covering.
 - b. All points of entry open to the public shall have a **clearly visible sign** posted stating: “Mask or face covering use required for ages five and older.” Signs are available at: <https://montana.maps.arcgis.com/apps/MapSeries/index.html?appid=7c34f3412536439491adcc2103421d4b>
 - c. “*Indoor spaces open to the public*” include, but are not limited to lobbies, common areas, elevators, bathrooms, meeting rooms, or other spaces where people gather. The term includes all modes of public or commercial transportation.
 - d. Only those employees, volunteers, and contractors in *public-facing* workspaces are required to wear face coverings as specified in this Directive.
 - i. *Public facing* means that you are in contact with the public. Employees that are not public facing should wear a mask when arriving and exiting the workplace and using common areas. Spaces where more than one employee is working would be considered a common area requiring the use of a mask.
 - ii. Plexi-glass barriers are not a replacement for wearing a mask. Partitions that effectively create an enclosed barrier within an indoor space may render face coverings unnecessary, but the plan will need to be reviewed by the health department prior to implementation.
 - e. “*Reasonable measures*” means affected entities must actively enforce the directive in the following manner:

- i. deny entry;
 - ii. refuse service; or
 - iii. ask the affected individual(s) to leave the business.
- f. Businesses who are refusing service to an unruly customer that refuses to wear a mask may call local law enforcement for assistance.
 - g. Business owners are allowed to ask why someone isn't wearing a mask. They can ask about how to accommodate a disability; if an individual refuses accommodation or it is not possible to accommodate them, business owners may nonetheless ask the customer to leave. Business owners do not need proof that an individual has a disability and we don't recommend asking for proof.

5. Exceptions to the Requirement for a Face Covering

- a. Children under the age of 5. All children between the ages of two and four, however, are strongly encouraged to wear a face covering;
- b. Children under the age of 2 should NOT wear a face covering;
- c. Persons consuming food or drinks in an establishment that offers food or drinks for sale;
- d. Persons engaged in an activity that makes wearing a face covering impractical or unsafe, such as strenuous physical exercise or swimming;
- e. Persons seeking to communicate with someone who is hearing impaired;
- f. Persons giving a speech or engaging in an artistic, cultural, musical, or theatrical performance for an audience, provided the audience is separated by at least six feet of distance;
- g. Persons temporarily removing their face covering for identification purposes;
- h. Persons required to remove face coverings for the purpose of receiving medical evaluation, diagnosis, or treatment; or
- i. Persons who have a medical condition precluding the safe wearing of a face covering.

6. Implement engineering controls as appropriate for your business (those things that do not require action by the employee). These might include:

- d. Installing physical barriers, such as clear plastic sneeze guards.
- e. Installing high-efficiency air filters. Check filters to ensure they are within service life and appropriately installed.
- f. Increasing ventilation rates in the work environment.
- g. Installing a drive-through window for customer service.

7. Routinely clean all surfaces touched by customers. Also clean frequently touched surfaces, such as pens, keypads, telephones, doorknobs, handrails, and light switches. A list of sanitizers effective for COVID-19 is located on the EPA website: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>. Be sure to **strictly follow specified contact times and mix rates**.

- a. Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. Clean and disinfect them before and after use.

If you have questions or need technical assistance, please call Lewis and Clark Public Health at 457-8900. Thank you for protecting our community from COVID-19.

If you suspect Coronavirus, contact your medical provider.

For a link to this document and other local information: www.lccountymt.gov/covid-19